

Substitute for form 1449A/PTO				Complete if Known	
INFORMATION DISCLOSURE STATEMENT BY APPLICANT				Application Number	10/815,534
				Filing Date	March 31, 2004
				First Named Inventor	Sarah H. Kiehaber
				Art Unit	2614
				Examiner Name	Khai N. Nguyen
Sheet	1	of	10	Attorney Docket Number	4366-140

U.S. PATENT DOCUMENTS					
Examiner Initials*	Cite No. ¹	Document Number Number-kind Code ^{2 (if known)}	Publication Date MM-DD-YYYY	Name of Patentee of Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
/K.N.N/	1	4,510,351	04/09/85	Costello et al.	
	2	5,167,010	11/24/92	Elm et al.	
	3	5,185,780	02/09/93	Leggett	
	4	5,289,368	02/22/94	Jordan et al.	
	5	5,325,292	06/28/94	Crockett	
	6	5,467,391	11/14/95	Donaghue, Jr. et al.	
	7	5,499,291	03/12/96	Kepley	
	8	5,577,169	11/19/96	Prezioso	
	9	5,603,029	02/11/97	Aman et al.	
	10	5,721,770	02/24/98	Kohler	
	11	5,742,763	04/21/98	Jones	
	12	5,790,642	08/04/98	Taylor et al.	
	13	5,802,510	09/01/98	Jones	
	14	5,819,084	10/06/98	Shapiro et al.	
	15	5,826,039	10/20/98	Jones	
	16	5,864,874	01/26/99	Shapiro	
	17	5,911,134	06/08/99	Castonguay et al.	
	18	6,014,437	01/11/00	Acker et al.	
	19	6,031,896	02/29/00	Gardell et al.	
	20	6,038,296	03/14/00	Brunson et al.	
	21	6,108,670	08/22/00	Weida et al.	
	22	6,128,304	10/03/00	Gardell et al.	
	23	6,185,603	02/06/01	Henderson et al.	
	24	6,240,417	05/29/01	Eastwick et al.	
	25	6,298,062	10/02/01	Gardell et al.	
	26	6,307,931	10/23/01	Vaudreuil	
	27	6,324,282	11/27/01	McIlwaine et al.	
	28	6,332,081	12/18/01	Do	
	29	6,360,222	03/19/02	Quinn	
	30	6,411,682	06/25/02	Fuller et al.	
	31	6,463,471	10/08/02	Dreke et al.	

Examiner Signature	/Khai N. Nguyen/	Date Considered	10/22/2009
--------------------	------------------	-----------------	------------

*EXAMINER: Initial if reference is considered, whether or not citation is in conformance and not considered. Include copy of this form with next communication to applicant.

Substitute for form 1449A/PTO				Complete if Known	
INFORMATION DISCLOSURE STATEMENT BY APPLICANT				Application Number	10/815,534
				Filing Date	March 31, 2004
				First Named Inventor	Sarah H. Kieffhaber
				Art Unit	2614
				Examiner Name	Khai N. Nguyen
Sheet	2	of	10	Attorney Docket Number	4366-140

/K.N.N/	32	6,537,685	03/18/03	Fisher et al. (patent withdrawn)	
	33	6,574,605	06/03/03	Sanders et al.	
	34	6,668,167	12/23/03	McDowell et al.	
	35	6,675,168	01/06/04	Shapiro et al.	
	36	6,700,967	03/02/04	Kleinoder et al.	
	37	6,738,462	05/18/04	Brunson	
	38	6,775,377	08/10/04	McIlwaine et al.	
	39	6,785,666	08/31/04	Nareddy et al.	
	40	6,822,945	11/23/04	Petrovykh	
	41	6,839,735	01/04/05	Wong et al.	
	42	6,842,503	01/11/05	Wildfeuer	
	43	6,898,190	05/24/05	Shtivelman et al.	
	44	6,915,305	07/05/05	Subramanian et al.	
	45	6,947,988	09/20/05	Saleh	
	46	6,968,052	11/22/05	Wullert, II	
	47	7,020,254	03/28/06	Phillips	
	48	7,039,176	05/02/06	Borodow et al.	
	49	7,170,976	01/30/07	Keagy	
	50	7,170,992	01/30/07	Knott et al.	
	51	7,177,401	02/13/07	Mundra et al.	
	52	7,246,371	07/17/07	Diacakis et al.	
	53	7,283,805	10/16/07	Agrawal	
	54	7,299,259	11/20/07	Petrovykh	
	55	7,376,127	05/20/08	Hepworth et al.	
	56	7,392,402	06/24/08	Suzuki	
	57	7,409,423	08/05/08	Horvitz et al.	
	58	7,418,093	08/26/08	Knott et al.	
	59	2002/0019829	02/14/02	Shapiro	
	60	2002/0021307	02/21/02	Glenn et al.	
	61	2002/0035605	03/21/02	McDowell et al.	
	62	2002/0065894	05/30/02	Dalal et al.	
	63	2002/0076010	06/20/02	Sahai	
	64	2002/0085701	07/04/02	Parsons et al.	
	65	2002/0087630	07/04/02	Wu	
✓	66	2002/0112186	08/15/02	Ford et al.	

Examiner Signature	/Khai N. Nguyen/	Date Considered	10/22/2009
--------------------	------------------	-----------------	------------

*EXAMINER: Initial if reference is considered, whether or not citation is in conformance and not considered. Include copy of this form with next communication to applicant.

Substitute for form 1449A/PTO				Complete if Known	
INFORMATION DISCLOSURE STATEMENT BY APPLICANT				Application Number	10/815,534
				Filing Date	March 31, 2004
				First Named Inventor	Sarah H. Kieffhaber
				Art Unit	2614
				Examiner Name	Khai N. Nguyen
Sheet	3	of	10	Attorney Docket Number	4366-140

/K.N.N/	67	2002/0116336	08/22/02	Diacakis et al.	
	68	2002/0116461	08/22/02	Diacakis et al.	
	69	2003/0028621	02/06/03	Furlong et al.	
	70	2003/0073440	04/17/03	Mukherjee et al.	
	71	2003/0108186	06/12/03	Brown et al.	
	72	2003/0231757	12/18/03	Harkreader et al.	
	73	2004/0138944	07/15/04	Whitacre et al.	
	74	2005/0154708	07/14/05	Sun	
	75	2006/0007916	01/12/06	Jones et al.	
	76	2006/0056598	03/16/06	Brandt et al.	
	77	2006/0135058	06/22/06	Karabinis	
	78	2006/0256957	2006-11-16	Fain et al	
	79	2006/0271418	11/30/06	Hackbarth et al.	
	80	2007/0064912	03/22/07	Kagan et al.	
	81	2007/0083572	04/12/07	Bland et al.	
	82	2007/0127643	06/07/07	Keagy	
	83	2007/0192414	08/16/07	Chen et al.	
	84	2007/0201311	08/30/07	Olson	
	85	2007/0201674	08/30/07	Annadata et al.	
	86	2008/0056165	03/06/08	Petrovykh	
	87	2009/0193050	07/30/09	Olson	
	88	11/199828		Bland et al. (08-08-2005)	
	89	11/245724		Flockhart et al. (10-06-2005)	
	90	11/517646		Hackbarth et al. (09-07-2006)	
	91	11/536456		Hackbarth et al. (09-28-2006)	
	92	11/861857		Tendick et al. (09-26-2007)	
↓	93	12/242916		Kieffhaber et al. (10-01-2008)	

Examiner Signature	/Khai N. Nguyen/	Date Considered	10/22/2009
--------------------	------------------	-----------------	------------

*EXAMINER: Initial if reference is considered, whether or not citation is in conformance and not considered. Include copy of this form with next communication to applicant.

Substitute for form 1449A/PTO INFORMATION DISCLOSURE STATEMENT BY APPLICANT				Complete if Known	
				Application Number	10/815,534
				Filing Date	March 31, 2004
				First Named Inventor	Sarah H. Kieffhaber
				Art Unit	2614
				Examiner Name	Khai N. Nguyen
Sheet	4	of	10	Attorney Docket Number	4366-140

FOREIGN PATENT DOCUMENTS						
Examiner Initials*	Cite No. ¹	Foreign Patent Document Country Code ³ ; Number ⁴ ; Kind Code ⁵ (if known)	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear	T ⁶
/K.N.N./	94	EP 1035718	09/13/00	LUCENT TECHNOLOGIES INC		
↓	95	WO 01/80094	10/25/01	AVAYA TECHNOLOGY CORP		
↓	96	WO 99/17522	04/08/99	MCI COMMUNICATIONS CORP		

OTHER ART (Including Author, Title, Date, Pertinent Pages, etc.)		
Examiner Initials*	Cite No. ¹	
/K.N.N./	97	A.A. Vaisman et al., "A Temporal Query Language for OLAP: Implementation and a Case Study", LNCS, 2001, Vol. 2397, 36 pages
↓	98	A.B. Schwarzkopf, "Dimensional Modeling for a Data Warehouse", date unknown, 18 pages
↓	99	An Expert's Guide to Oracle Technology blog, My Personal Dictionary, Lewis R. Cunningham, posted 3/31/05, http://blogs.ittoolbox.com/oracle/guide/archives003684.asp , 4 pages
↓	100	Andy Zmolek; "SIMPLE and Presence: Enterprise Value Propositions," Avaya presentation, 16 pages, presented January 24, 2002.
↓	101	Aspect - "Analysis and Reporting," http://aspect.com/products/analysis/index.cfm , (Copyright 2005) (1page)
↓	102	Aspect - "Call Center Reports," http://aspect.com/products/analysis/ccreporting.cfm , (Copyright 2005) (2 pages)
↓	103	Aspect - "Performance Optimization," http://aspect.com/products/wfm/performanceopt.cfm?section=performanceopt , (Copyright 2005) (1page)

Examiner Signature	/Khai N. Nguyen/	Date Considered	10/22/2009
-----------------------	------------------	--------------------	------------

*EXAMINER: Initial if reference is considered, whether or not citation is in conformance and not considered. Include copy of this form with next communication to applicant.

Substitute for form 1449A/PTO INFORMATION DISCLOSURE STATEMENT BY APPLICANT				Complete if Known	
				Application Number	10/815,534
				Filing Date	March 31, 2004
				First Named Inventor	Sarah H. Kiefhaber
				Art Unit	2614
				Examiner Name	Khai N. Nguyen
Sheet	5	of	10	Attorney Docket Number	4366-140

/K.N.N./	104	Atkins et al.; "Common Presence and Instant Messaging: Message Format," Network Working Group (January 9, 2003), available at http://www.ietf.org/internet-drafts/draft-ietf-impp-cpim-msgfmt-08.txt , 31 pages
	105	Avaya - "Avaya and Blue Pumpkin - Providing Workforce Optimization Solutions" (Copyright 2004) (3 pages)
	106	Avaya - "Avaya and Texas Digital Systems - Providing Real-time Access to Call Statistics" (Copyright 2004) (3 pages)
	107	Avaya - "Avaya Basic Call Management System Reporting Desktop" (Copyright 2002) (4 pages)
	108	Avaya - "Avaya Call Management System" (Copyright 2003) (3 pages)
	109	Avaya - "Basic Call Management System Reporting Desktop," Product Description, http://www.avaya.com/gcm/master-usa/en-us/products/offers/bcmrs_desktop.htm (Copyright 2005) (2 pages)
	110	Avaya - "Basic Call Management System Reporting Desktop," Product Features, http://www.avaya.com/gcm/master-usa/en-us/products/offers/bcmrs_desktop.htm (Copyright 2005) (2 pages)
	111	Avaya - "Basic Call Management System Reporting Desktop," Product Overview, http://www.avaya.com/gcm/master-usa/en-us/products/offers/bcmrs_desktop.htm (Copyright 2005) (2 pages)
	112	Avaya - "Basic Call Management System Reporting Desktop," Product Technical, http://www.avaya.com/gcm/master-usa/en-us/products/offers/bcmrs_desktop.htm (Copyright 2005) (2 pages)
	113	Avaya - "Call Management System," Product Description, http://www.avaya.com/gcm/master-usa/en-us/products/offers/call_management_system.htm (Copyright 2005) (2 pages)
	114	Avaya - "Call Management System," Product Features, http://www.avaya.com/gcm/master-usa/en-us/products/offers/call_management_system.htm (Copyright 2005) (3 pages)
	115	Avaya - "Call Management System," Product Overview, http://www.avaya.com/gcm/master-usa/en-us/products/offers/call_management_system.htm (Copyright 2005) (2 pages)
↓	116	Avaya - "Call Management System," Product Technical, http://www.avaya.com/gcm/master-usa/en-us/products/offers/call_management_system.htm (Copyright 2005) (2 pages)

Examiner Signature	/Khai N. Nguyen/	Date Considered	10/22/2009
--------------------	------------------	-----------------	------------

*EXAMINER: Initial if reference is considered, whether or not citation is in conformance and not considered. Include copy of this form with next communication to applicant.

Substitute for form 1449A/PTO				Complete if Known	
INFORMATION DISCLOSURE STATEMENT BY APPLICANT				Application Number	10/815,534
				Filing Date	March 31, 2004
				First Named Inventor	Sarah H. Kieffhaber
				Art Unit	2614
				Examiner Name	Khai N. Nguyen
Sheet	6	of	10	Attorney Docket Number	4366-140

/K.N.N/	117	Avaya - "Multi Channel Product Authorization," (PA) Version 5.0, (November 2003) (6 pages)
	118	Avaya IQ "Introducing Reporting And Analytics As You Designed It", 2007, 4 pages
	119	Berners-Lee et al.; "Uniform Resource Identifiers (URI); Generic Syntax," Network Working Group, Request for Comments 2396 (August 1998), 38 pages.
	120	Bill Michael, "The Politics of Naming" www.cConvergence.com (July 2001) pp. 31-35
	121	Cherry, "Anger Management," IEEE Spectrum (April 2005) (1 page)
	122	ComputerWorld, ETL, M. Songini, at http://www.computerworld.com/databasetopics/businessintelligence/datawarehouse/story/..... , copyright 2005, 5 pages
	123	Creating and Using Data Warehouse Dimension Tables (Microsoft) copyright 2005, http://msdn.microsoft.com/library/en-us/createdw/createdw_10kz.asp?frame=true , 3 pages
	124	Creating and Using Data Warehouse-Using Dimensional Modeling (Microsoft) downloaded 5/18/05 http://msdn.microsoft.com/library/en-us/createdw/createdw_39z.asp?frame=true 1 page
	125	Crocker et al.; "Common Presence and Instant Messaging (CPIM)," Network Working Group (August 14, 2002), available at http://www.ietf.org/internet-drafts/draft-ietf-imp-pcpim-03.txt , 33 pages
	126	CS 345: Topics in Data Warehousing, October 5, 2004, 36 pages
	127	D. Smith, "Data Model Overview Modeling for the Enterprise While Serving the Individual", Teredata Global Sales Support, 2007, 33 pages
	128	Data Warehouse - Surrogate Keys, Keep Control Over Record Identifiers by Generating New Keys for the Data Warehouse, Ralph Kimball, May 1998, 4 pages
	129	Data Warehouse Designer - Design Constraints and Unavoidable Realities, No design Problem in School was This Hard, Ralph Kimball, 09/03/02, 3 pages
	130	Data Warehouse Designer - An Engineer' s View - Its' Worthwhile to Remind Ourselves Why We Build Data Warehouses the Way We Do, Ralph Kimball, 07/26/02, 3 pages
✓	131	Data Warehouse Designer - Divide and Conquer, Build Your Data Warehouse One Piece at a Time, Ralph Kimball, 10-30-02, 3 pages

Examiner Signature	/Khai N. Nguyen/	Date Considered	10/22/2009
--------------------	------------------	-----------------	------------

*EXAMINER: Initial if reference is considered, whether or not citation is in conformance and not considered. Include copy of this form with next communication to applicant.

Substitute for form 1449A/PTO				Complete if Known	
INFORMATION DISCLOSURE STATEMENT BY APPLICANT				Application Number	10/815,534
				Filing Date	March 31, 2004
				First Named Inventor	Sarah H. Kieffhaber
				Art Unit	2614
				Examiner Name	Khai N. Nguyen
Sheet	7	of	10	Attorney Docket Number	4366-140

K.N.N./	132	Data Warehouse Designer - TCO Starts with the End User, Ralph Kimball, 05-13-03, http://www.intelligententerprise.com/030513/608warehouse1_1.html?_requestid=598425 , 3 pages
	133	Data Warehouse Designer - The Soul of the Data Warehouse, Part One: Drilling Down, Ralph Kimball, 03-20-03, 3 pages
	134	Data Warehouse Designer - The Soul of the Data Warehouse, Part Three: Handling Time, Ralph Kimball, 04-22-03, 3 pages
	135	Data Warehouse Designer - The Soul of the Data Warehouse, Part Two: Drilling Across, Ralph Kimball, 04-05-03, 3 pages
	136	Data Warehouse Designer - Two Powerful Ideas, The Foundation for Modern Data Warehousing, Ralph Kimball, 09-17-02, 3 pages
	137	Data Warehouse Designer Fact Tables and Dimension, 01/01/03, http://www.intelligententerprise.com/030101/602warehouse1_1.html , Ralph Kimball, 3 page
	138	Dawson et al.; "Vcard MIME Directory Profile," Network Working Group (September 1998), available at http://www.ietf.org/rfc/rfc2426.txt?number=2426 , 40 pages.
	139	Day et al.; "A Model for Presence and Instant Messaging," Network Working Group (February 2000), available at http://www.ietf.org/rfc/rfc2778.txt?number=2778 , 16 pages
	140	Day et al.; "Instant Messaging/Presence Protocol Requirements," Network Working Group (February 2000), available at http://www.ietf.org/rfc/rfc2779.txt?number=2779 , 25 pages
	141	Dillion, "Renaming fields and tracing dependencies", available at http://allenbrowne.com/ser-41.html , November 2003, updated May 2006, 1 page
	142	DMReview - Business Dimensional Modeling: The Logical Next Step: Translating the BDM, Laura Reeves, published May 2004, 4 pages
	143	E. Veerman, "Designing A Dimensional Model", date unknown, 38 pages
	144	Fielding et al.; "Hypertext Transfer Protocol – HTTP/1.1," Network Working Group, Request for Comments 2068 (January 1997), 152 pages.
	145	Fundamentals of Data Warehousing - Unit 3 - Dimensional Modeling, Fundamentals of Data Warehousing, copyright 2005 - Evolve Computer Solutions, 55 pages
	146	G. Klyne; "A Syntax for Describing Media Feature Sets," Network Working Group (March 1999), available at http://www.ietf.org/rfc/rfc2533.txt?number=2533 , 35 pages.
↓	147	G. Klyne; "Protocol-independent Content Negotiation Framework," Network Working Group (September 1999), available at http://www.ietf.org/rfc/rfc2703.txt?number=2703 , 19 pages.

Examiner Signature	/Khai N. Nguyen/	Date Considered	10/22/2009
--------------------	------------------	-----------------	------------

*EXAMINER: Initial if reference is considered, whether or not citation is in conformance and not considered. Include copy of this form with next communication to applicant.

Substitute for form 1449A/PTO				Complete if Known	
INFORMATION DISCLOSURE STATEMENT BY APPLICANT				Application Number	10/815,534
				Filing Date	March 31, 2004
				First Named Inventor	Sarah H. Kieffhaber
				Art Unit	2614
				Examiner Name	Khai N. Nguyen
Sheet	8	of	10	Attorney Docket Number	4366-140

K.N.N./	148	G. Wiederhold, "Mediation to Deal with Heterogeneous Data Sources", Stanford University, Jan. 1999, 19 pages
	149	Glossary - Curlingstone Publishing, http://www.curlingstone.com/7002/7002glossary.html , downloaded 5/24/05, 11 pages
	150	Gulbrandsen et al.; "A DNS RR for Specifying the Location of Services (DNS SRV)," Network Working Group (February 2000), available at http://www.ietf.org/rfc/rfc2782.txt?number=2782 , 12 pages
	151	Holtman et al.; "HTTP Remote Variant Selection Algorithm - RVSA/1.0," Network Working Group (March 1998), available at http://www.ietf.org/rfc/rfc2296.txt?number=2296 , 13 pages.
	152	Holtman et al.; "Transparent Content Negotiation in HTTP," Network Working Group (March 1998), available at http://www.ietf.org/rfc/rfc2295.txt?number=2295 , 55 pages.
	153	Intelligent Enterprise Magazine - Data Warehouse Designer: Fact Tables and Dimension, downloaded 5/18/05, http://www.intelligententerprise.com/030101/602warehouse1_1.jhtml , 7 pages
	154	J. Cahoon, "Fast Development of a Data Warehouse Using MOF, CWM and Code Generation", CubeModel, 22-May-2006, 32 pages
	155	J.E. Bentley, "Metadata: Everyone Talks About It, But What Is It?", First Union National Bank, date unknown, 5 pages
	156	Kimball, et al., "Practical Techniques for Extracting, Cleaning, Conforming, and Delivering Data." The Data Warehouse ETL Toolkit. 2004. Ch. 5, pp 170-174
	157	Kimball, et al., "The Complete Guide to Dimensional Modeling." The Data Warehouse Toolkit. 2nd Edition, 2002. Ch. 11, pp 240-241
	158	L. Cabibbo et al., "An Architecture For Data Warehousing Supporting Data Independence And Interoperability", International Journal of Cooperative Information Systems, November 2004, 41 pages
	159	Multi-Dimensional Modeling with BW ASAP for BW Accelerator Business Information Warehouse, copyright 2000, 71 pages
	160	NICE Systems - "Insight from Interactions," "Overwhelmed by the Amount of Data at your Contact Center?" http://www.nice.com/products/multimedia/analyzer.php , (Printed May 19, 2005) (2 pages)
	161	NICE Systems - "Multimedia Interaction Products," "Insight from Interactions," http://www.nice.com/products/multimedia/contact_centers.php (Printed May 19, 2005) (3 pages)
↓	162	Nortel - "Centrex Internet Enabled Call Centers," http://www.products.nortel.com/go/product_assoc.jsp?segId=0&parID=0&catID=-9191&rend_id... (Copyright 1999-2005) (1page)

Examiner Signature	/Khai N. Nguyen/	Date Considered	10/22/2009
--------------------	------------------	-----------------	------------

*EXAMINER: Initial if reference is considered, whether or not citation is in conformance and not considered. Include copy of this form with next communication to applicant.

Substitute for form 1449A/PTO INFORMATION DISCLOSURE STATEMENT BY APPLICANT				Complete if Known	
				Application Number	10/815,534
				Filing Date	March 31, 2004
				First Named Inventor	Sarah H. Kieffhaber
				Art Unit	2614
				Examiner Name	Khai N. Nguyen
Sheet	9	of	10	Attorney Docket Number	4366-140

/K.N.N/	163	O. Boussaid et al., "Integration and dimensional modeling approaches for complex data warehousing", J. Global Optimization, Vol. 37, No. 4, April 2007, 2 pages
	164	Richard Shockey, "ENUM: Phone Numbers Meet the Net" www.cConvergence.com (July 2001) pp. 21-30
	165	Rose et al., "The APEX Presence Service," Network Working Group (January 14, 2002), available at http://www.ietf.org/internet-drafts/draft-ietf-apex-presence-06.txt , 31 pages
	166	Snape, James, "Time Dimension and Time Zones." 2004. pp. 1-10. http://www.jamessnape.me.uk/blog/CommentView,gui,79e910a1-0150-4452-bda3-e98d
	167	Sugano et al., "Common Presence and Instant Messaging (CPIM) Presence Information Data Format," Network Working Group (December 2002), available at http://www.ietf.org/internet-drafts/draft-ietf-imp-p-cpim-pidf-07.txt , 26 pages
	168	Thayer Watkins, "Cost Benefit Analysis", 1999, San Jose State University Economics Department, Web Archive http://web.archive.org/web/19990225143131/http://www.sjsu.edu/faculty/watkins/cba.htm
	169	The Importance of Data Modeling as a Foundation for Business Insight, Larissa Moss and Steve Hoberman, copyright 2004, 38 pages
	170	"Avaya IQ - Building Upon the Strengths of CMS", White Paper, February 2007, 11 pages
	171	"Call Center Recording for Call Center Quality Assurance", Voice Print International, Inc., available at http://www.voiceprintonline.com/call-center-recording.asp?ad_src=google&srch_trm=call_center_monitoring , date unknown, printed 5/10/07, 2 pages
	172	"Dimensional database", Wikipedia, downloaded 30-Aug-2007 (3 pages)
	173	"Driving Model Agent Behaviors With Avaya IQ", White Paper, April 2007, 12 pages
	174	"KANA - Contact Center Support", available at http://www.kana.com/solutions.php?tid=46 , copyright 2006, 3 pages
	175	"Learn the structure of an Access database", available at http://office.microsoft.com/en-us/access/HA012139541033.aspx , site updated November 13, 2007, pages 1-4
	176	"Monitoring: OneSight Call Statistics Monitors", available at http://www.empirix.com/default.asp?action=article&ID=301 , date unknown, printed 5/10/07, 2 pages
↓	177	"Oracle and Siebel" Oracle, available at http://www.oracle.com/siebel/index.html , date unknown, printed 5/10/07, 2 pages

Examiner Signature	/Khai N. Nguyen/	Date Considered	10/22/2009
--------------------	------------------	-----------------	------------

*EXAMINER: Initial if reference is considered, whether or not citation is in conformance and not considered. Include copy of this form with next communication to applicant.

Substitute for form 1449A/PTO				Complete if Known					
INFORMATION DISCLOSURE STATEMENT BY APPLICANT		Application Number	10/815,534						
		Filing Date	March 31, 2004						
		First Named Inventor	Sarah H. Kieffhaber						
		Art Unit	2614						
		Examiner Name	Khai N. Nguyen						
Sheet	10	of	10	Attorney Docket Number					4366-140

/K.N.N/	178	BACKGROUND OF THE INVENTION for the above-captioned application (previously provided)
---------	-----	---

Examiner Signature	/Khai N. Nguyen/	Date Considered	10/22/2009
-----------------------	------------------	--------------------	------------

*EXAMINER: Initial if reference is considered, whether or not citation is in conformance and not considered. Include copy of this form with next communication to applicant.